

2018-2019 HOLIDAYS

Dial-A-Ride will not operate on these holidays:
Independence Day (July 4), Labor Day (Sept 2),
Columbus Day (Oct 14), Veterans Day (Nov 11),
Thanksgiving (Nov 24), Christmas (Dec 25),
New Year's Day (Jan 1), Martin Luther King Jr (Jan 20),
President's Day (Feb 17), Good Friday (April 10),
Memorial Day (May 25)

RULES OF THE ROAD

- In the event of bad weather, CTS* and the Dept. of Social Services will determine if it is unsafe to provide services. Members with scheduled rides will be contacted by telephone, and announcements will be made on WTIC and Channel 3.
- All passengers are required to use seatbelts. No exceptions.
- Drivers may not make unscheduled stops.
- Tipping is NOT permitted.
- Ride privileges may be suspended for violent, disruptive or illegal behavior. Riders may also be suspended for excessive cancellations or no shows.
- Dial-A-Ride is not provided to residents of long-term nursing, rehabilitation or assisted living facilities.
- Service animals (such as guide dogs) will be permitted in the vehicle.

* Coordinated Transportation Solutions (Trumbull, CT) handles reservations, dispatch and customer service. Vehicle fleet and drivers are provided by Safe Transportation (Newington, CT).



**WEST
HARTFORD**



WEST HARTFORD DIAL-A-RIDE

**A Transportation Service for
West Hartford Residents aged
60 y/o & older or over 18 y/o
with a Qualified Disability**



**Reservations:
860-561-7444**

**Hearing Impaired (TTY) 711
Monday - Friday
9:00 am - 4:00 pm**

**Town of West Hartford
Department of Social Services
50 South Main Street Room 306
West Hartford, CT 06107
860-561-7561**

Welcome to West Hartford DIAL-A-RIDE (DAR)

DAR provides transportation assistance to West Hartford Residents who are age 60+ OR who are over 18 y/o and have a qualifying disability. A doctor's certification is required for persons under age 60.

MEMBERSHIP YEAR - July 1 - June 30

ANNUAL ADMINISTRATIVE FEE - \$50 per year (July - June)

APPLICATION - Applications may be downloaded from our website www.westhartfordct.gov/socialservices or requested by calling the Social Services office at 860-561-7561.

RENEWAL - Renewal notices for existing members are sent in May for a July 1 renewal. A new application and \$50 must be submitted every year to remain an active member.

TRIP LIMITS - Members receive a maximum of three (3) round-trip rides per week. Priority is given to medical appointments.

HOURS - Dial-A-Ride operates 9:00 AM - 4:00 PM, Monday - Friday. First pickup is at 9:00 AM and last pickup is at 3:30 PM.

RESERVATIONS - Call 860-561-7444 weekdays 9:00 AM - 4:00 PM. Members should be ready 15 minutes before scheduled pick-up time to avoid delays. Cars may arrive within 15 minutes on either side of your designated pick-up time. *see Reservation Advance Notice Requirements on next page.

CANCELLATION - 24 hours notice is expected when canceling a reservation. Repeated no-call/no-show could result in a cancellation of membership.

COMPANIONS/AIDES- Riders who need assistance ambulating must provide their own adult aide. Adult aides will be permitted to ride ONLY AFTER completing an aide application with a waiver form signed by the rider's physician to confirm that the aide is necessary to participate in the program. For ongoing medical appointments (dialysis, chemotherapy etc.) please contact us about the MAP program.

DAYS SERVED	MEDICAL FACILITIES
Monday Tuesday Wednesday Thursday Friday	Hartford Hospital & 85 Seymour Street Area or St. Francis/Mt. Sinai Area
Monday Wednesday Friday	Farmington - UConn Health Area (Talcott Notch, or South Road, etc.)
Tuesday Thursday	Bloomfield: Cottage Grove, Northwestern Dr. or Jolly Road
Call for Service Schedule	Newington Veterans Administration Hospital
Members may schedule rides for medical/dental appointments up to two (2) weeks in advance. Requests received with less than two (2) days notice prior to your appointment will not be accommodated.	

DAYSERVED	DESTINATION GROCERY SHOPPING
Monday (Alternating)	Westfarms Mall, Target or Traders Joe's
Tuesday	Big Y Supermarket (777 North Main Street) or Stop & Shop (Farmington Avenue)
Wednesday	Stop and Shop (Newington Rd.), Price Rite (New Britain Avenue) or CVS (Newington Road)
Thursday	Shop Rite (46 Kane Street), Walmart (Flatbush Avenue) or Stop & Shop (150 New Park Avenue)
Grocery trips are scheduled by neighborhood; reservations may be made three (3) days in advance. Pick up after one hour period of all groups trips.	

SOCIAL ACTIVITIES (upon request)

Elmwood Senior Center or West Hartford Senior Center

RESERVATION ADVANCE NOTICE REQUIRMENTS

Medical/Dental and grocery trips take priority

MEDICAL: minimum **48 hours (2 days)** and up to 2 weeks in advance

GROCERY: minimum **72 hours (3 days)** advance notice

RECREATION/SOCIAL: minimum **24 hours (1 day)** advance notice and accepted on a space-available basis.